


## Coping with Difficult Behaviors in People



Communication Series  
Customer Training Department



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## Coping with Difficult Behaviors in People

- Welcome
- Introductions
- Magellan and your assistance program
- Agenda and goals
  - Identify types of difficult behaviors in people
  - Learn global techniques
  - Learn and practice specific techniques
  - Plan to apply techniques in real life conversations

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## Identify types of difficult behaviors

- Define "difficult behavior"
- Be careful of labels and perceptions
- Identify the 6 types (for learning purposes only)

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### Learn global techniques

- Change always-never thought patterns
- Discard the “win-lose” attitude
- Soften hardened positions: when am I difficult?
- Detach and empower yourself
- Pick the right time and place

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### Learn and practice specific techniques

#### Activity:

- Review specific techniques for the 6 behavior types individually
- Share past conversations in small groups
- Choose one conversation
- Apply techniques to that conversation
- Describe or demonstrate techniques for the large group

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### Plan for real-life conversations

- Action Plan Activity:
  - Who will I practice with that is ‘low risk’?
  - How?
  - When?
  - Where?
  - Who will I practice with that’s higher risk?
  - How?
  - When?
  - Where?

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## Resources

- *Coping with Difficult People* by Richard Bramson
- *Negotiations and Influencing Skills: The Art of Creating and Claiming Value* by Brad McRae

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## Coping with Difficult Behaviors in People

- Please fill out evaluations
- Thank you for participating

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